



Administrative Policies and Procedures: 1.4

Subject:	Incident Reporting
Authority:	TCA 37-5-105; 37-5-106; 37-5-112
Standards:	ACA: 3-JTS-3A-18; COA: PA-RPM 2.02, 2.03; DCS Practice Standards: 2-403; 7-206A; 8-306
Application:	To All Department of Children's Services Family Service Workers, Youth Development Center Employees, DCS Group Home Employees and Contract Provider Services Employees

Policy Statement:

All serious incidents involving children/youth, occurring within the jurisdiction of the Department of Children's Services shall be reported to the Commissioner or designee.

Purpose:

To ensure that standardized procedures for identifying and reporting incidents are established.

Procedures:

A. Serious incident reporting for DCS resource homes and DCS contract/provider agencies

1. All serious incidents shall be documented on the secure **Serious Incident Reporting (SIR)** web-based application. The web-based application shall allow for the following:
 - a) Identification and report of serious incidents that include an "incident type" and "incident level":
 - ◆ All "incident types" requiring a report are listed in the web-based SIR application.
 - ◆ All "incident levels" associated with the "incident types" are listed in the web-based SIR application.
 - b) Accessibility to the web-based SIR shall include, but not be limited to, the following personnel who may have the assigned responsibility to submit Serious Incident Reports:
 - ◆ DCS Family Service Workers and Resource Parent Support Staff
 - ◆ Contract/Private Provider Agency Staff
 - c) Form **CS-0890, Incident Debriefing** must be completed by the above applicable staff within twenty-four hours (24) of incident occurrence.

	<p>d) The generation of SIR notifications and screens to targeted entities (individuals or groups) enabling applicable DCS personnel to review and possibly act upon the information provided. Such DCS personnel may include, but are not limited to:</p> <ul style="list-style-type: none">◆ Commissioner and/or designee◆ Special Investigations Unit (SIU)◆ Regional Management◆ Internal Affairs (IA)◆ Well Being Teams◆ Child Placement and Private Provider Services (CPPP) <p>d) For Agencies that do not have access to the DCS <i>current child welfare information system</i>¹ or if the SIR web-based application is disabled, form CS-0496, Serious Incident Report will be used for reporting serious incidents. The form must be faxed within twenty-four (24) hours to all appropriate staff to be notified.</p> <p>2. All serious incidents occurring during regular working hours (8:00 a.m. – 4:30 p.m., Central Time on Monday through Friday) must be reported <i>immediately</i> to the SIR web-based application on the DCS Intranet within twenty-four(24) hours of the incident occurring. Serious incidents occurring during holidays or weekends, or after regular working hours, must be reported <i>immediately</i> by telephone to on-call Family Service Worker, Team Leader or Team Coordinator as appropriate. The report will be entered into the SIR web-based application by 9:00 a.m. local time on the next working day.</p> <p>3. The Private Provider is considered the prime Contractor and will be responsible for submitting all SIR incidents occurring via any sub-contracting relationship.</p> <p>4. Training</p> <p>Training on serious incident reporting shall be provided through <i>Serious Incident Reporting (SIR)</i> web-based training (via www.tntraining.us) as follows:</p> <ul style="list-style-type: none">a) Must be completed within the first ninety(90) days of hire for all DCS and Contract/Private Provider personnel who have direct contact with children/youth;b) In-service training provided to all current DCS and private provider personnel who have direct contact with children/youth; andc) To personnel with a direct responsibility to review and possibly act upon information generated by the SIR web-based application.
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¹ **NOTE:** Currently, TNKids is the DCS child welfare information system and will be replaced by the new computer system “TFACTS” in the future. When TFACTS is fully implemented, all references to TNKids or “current child welfare information system” will mean TFACTS.

<p>B. Incident reporting for DCS Youth Development Centers and DCS Group Homes</p>	<ol style="list-style-type: none"> 1. All incidents occurring in DCS Youth Development Centers and Group Homes shall be reported on the <i>Critical Incident Reporting Web-Based Application</i> on the DCS Intranet. Form <i>CS-0311, Facility Incident Report</i> will be used to report incidents if the web application is inoperable. The form must be faxed to all appropriate staff to be notified. 2. The <i>Incident Reporting Manual for Youth Development Centers and DCS Group Homes</i> will be used as a guide for reporting significant incidents that occur within DCS Youth Development Centers and DCS Group Homes. The manual must be made available and distributed to all DCS Youth Development Centers, DCS Group Homes, Child Protective Services and Special Investigation Unit employees who have direct contact with children/youth and the applicable procedures must be followed as outlined within. 3. It will be the responsibility of the juvenile justice Executive Director of Administration and Compliance and the Director of DCS Group Homes or designees to ensure that the <i>Incident Reporting Manual for Youth Development Centers and DCS Group Homes</i> is reviewed and updated as necessary at least annually. 4. Training <ol style="list-style-type: none"> a) Training on the use of the manual and incident reporting procedures must be included in new employees training for all employees with direct contact with children/youth. b) The YDC Superintendent or DCS Group Home Supervisors or designees must ensure that training is provided for all employees with direct contact with children/youth on the manual and the <i>Critical Incident Reporting Web-Based Application</i> and documented as appropriate.
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<p>Forms:</p>	<p><u><i>CS-0496, Serious Incident Report</i></u> <u><i>CS-0311, Facility Incident Report</i></u> <u><i>CS-0890, Incident Debriefing</i></u></p>
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<p>Collateral documents:</p>	<p><u><i>Incident Reporting Manual for Youth Development Centers and DCS Group Homes</i></u> <u><i>Serious Incident Reporting Web-Based Application Training</i></u></p>
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